

Reaching Communities

Guidance Notes and Application Pack



Reaching Communities programme

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Our website	www.biglotteryfund.org.uk

Accessibility

Please contact us to discuss any specific communication needs you have.

Our equality principles

Promoting accessibility; valuing cultural diversity; promoting participation; promoting equality of opportunity; promoting inclusive communities; reducing disadvantage and exclusion. Please visit our website for more information.

We care about the environment

The Big Lottery Fund is working towards sustainable development and the use of sustainable resources.

Our mission

We are committed to bringing real improvements to communities and the lives of people most in need.

Our values

We have identified seven values that underpin our work: fairness; accessibility; strategic focus; involving people; innovation; enabling; additional to government.

The Big Lottery Fund is committed to valuing diversity and promoting equality of opportunity, both as a grantmaker and employer. The Big Lottery Fund will aim to adopt an inclusive approach to ensure grant applicants and recipients, stakeholders, job applicants and employees are treated fairly.

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Reaching Communities

About Big Lottery Fund

The Big Lottery Fund distributes money that the National Lottery raises for good causes. We want to use Lottery money to improve the lives of communities, particularly of those most in need.

The Reaching Communities programme is just one of our grants programmes. You can find out about our other programmes by visiting www.biglotteryfund.org.uk or you can phone the Big Advice Line on 0845 4 10 20 30 (textphone: 0845 602 1659 for people with hearing impairments).

There are other organisations that award Lottery grants as well as the Big Lottery Fund. You can find out about these by visiting www.lotteryfunding.org.uk or you can phone the Lottery Funding hotline on 0845 275 0000 (textphone: 0845 275 0022).

About these notes

Read these notes carefully before you fill in your outline proposal form. But make sure that you keep them because, if we like your idea and invite you to submit a more detailed application, you will need to refer to them when you fill in your full application form.

We regularly review our funding programmes in response to feedback from our customers and changing funding needs. This may mean changes to elements of our assessment, procedures, decision-making policies or priorities. Any such changes will be communicated through the programme pages on our website.

This information was published in April 2010.

If you have any particular communication needs, such as Braille, audiotape, large print, sign language or a community language, please call us on 0845 4 10 20 30 (textphone: 0845 602 1659 for people with hearing impairments).

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Part one of ten

The Reaching Communities programme: the basics

We want to fund projects that help meet BIG's aim of improving communities and the lives of people most in need. A community can be people living in a local area or those with similar interests or needs.

Who can apply?

You can apply if you're a voluntary or community organisation, school, local authority, health body, not for profit organisation or social enterprise.

You can ask us for between £10,000 and £500,000 for projects lasting up to five years. We will fund a range of revenue costs including salaries and up to £50,000 is available for capital costs such as building or refurbishment.

The application process has two stages:

- ▶ There is a short outline proposal form where you tell us about the project you would like funding for, what difference it would make and how you know it is needed.
- ▶ If you are successful at the outline proposal stage, we will ask you for more information about your project and how you will run it. If you are asking for less than an average of £40,000 for each full year, the full application stage is quicker and we will ask you for less information.

We have listened to feedback from our customers and from April 2010 the application process has been improved. The outline proposal now has an even stronger focus on your project idea and the need for it. We will use the information that you give us in your outline proposal to make a firm decision about whether or not you should complete a full application. Therefore we will invite fewer organisations to submit full applications and, if you are invited to apply, you are much more likely to be funded.

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Who should our funding help?

Reaching Communities funds projects that help people and communities who are most in need. This may be as a result of:

- the problems they have – for example, those who need emergency advice and support or people with problems such as long-term poor mental health or long-term unemployment
- the situations they face – for example, people who are discriminated against, those who are socially isolated and lacking family support, or those who have a difficult life at home
- the barriers they face – for example, people who become isolated from their community because they lack self-confidence or have a serious illness or disability
- where they live – for example, those living in a disadvantaged area.

If you apply you will need to tell us about the need for your project, how your project will meet that need and how the people who will benefit from your project have been involved in working up your plans.

What difference are we trying to make?

The Reaching Communities programme has four outcomes. We use the word outcome to describe the changes or difference we want our funding to make. Every project we fund must help achieve one or more of these programme outcomes:

1. People have better chances in life, with better access to training and development to improve their life skills
2. Stronger communities, with more active citizens working together to tackle their problems
3. Improved rural and urban environments, which communities are better able to access and enjoy
4. Healthier and more active people and communities.

If you apply for funding we will ask you to describe at least two and no more than four outcomes that your project will achieve. Your project outcomes must:

- be SMART (specific, measurable, achievable, realistic and time-based)
- help to achieve the programme outcomes
- be ambitious but also realistic
- be achievable by the end of your project.

You will need to include information such as dates and numbers in your project outcomes, as well as what will happen and who will benefit. Some of your project outcomes might happen quickly, while others may take longer and depend on meeting other outcomes, but they must be changes that will happen by the end of your project.

We will also ask you to set milestones for each outcome. Milestones are the key targets and events that will help you achieve your outcomes.

Our guide, “Explaining the difference”, available at www.biglotteryfund.org.uk will help you develop your project outcomes and milestones as well as giving advice on how to explain the need for your project.

Part ten of these guidance notes includes examples of SMART outcomes.

Involving people in your project

We will only fund projects where the people who will benefit will also be involved in planning and running the project. How you involve people is up to you.

Here are some the ways you can involve the people who will benefit from your project:

- talk to them
- encourage them to come up with ideas for the project
- include them on project groups and recruitment panels for project staff
- have them on your management committee.

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Who can apply?

You can apply to Reaching Communities if you are:

- an unincorporated association, incorporated association, trust or company and are set up and registered as a charity
- an unincorporated association set up as a voluntary or community group
- a community interest company
- a not for profit company limited by guarantee
- a community benefit society
- a statutory organisation such as a school.

We will not fund:

- individuals and sole traders
- profit-making organisations.

We will not normally make grants to organisations that:

- are applying on behalf of other organisations
- are in poor financial health
- have not satisfactorily managed grants from us in the past
- are not established in the UK.

England programme

Reaching Communities funded projects can only help people and communities in England; the activities we fund must take place within the UK.

Partnerships

We strongly encourage partnership working, particularly between the voluntary and community sector and the statutory sector. If we invite you to complete a full application and you are working in partnership with other organisations, you will need to tell us about the other organisations and how you will manage your relationship with them.

Branches

If you are a branch of, or related to, a larger organisation that may have some legal responsibility if we award a grant, you need to make sure they know about your application.

Religious organisations

While we welcome applications from religious organisations, we do not fund religious activities.

Party political activity

We do not fund party political activities.

Registration with the Charity Commission

If you are based in England or Wales, receiving a grant may make it necessary to register with the Charity Commission as any grants you may receive could change your charitable status.

Existing projects

If you are applying for funding for a project that is already running, we can consider funding it but we will ask you to send us an evaluation report with your application form. The report should show us how your existing project is making a difference, why there is still a need for it, what has worked well and what you could do better if you receive more funding.

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How much money is available and what for?

You can apply for funding of between £10,000 and £500,000 for projects lasting up to five years. The total cost of your project, including money from other sources, must not be more than £750,000.

Reaching Communities funding is mostly for revenue costs such as salaries but you can apply for up to £50,000 for capital costs such as refurbishment. If you have capital funding from other sources, the total capital costs of your project must not be more than £200,000.

While we can pay for all of your project costs, we encourage you to get some of your funding from other sources if you can, as it can show a wider range of support for your project and may help to make your project more secure for the future.

What will we pay for?

We can pay for your project's revenue and capital costs and overheads. The following lists give you an idea of the type of spending that we can and can't pay for. They are not exhaustive and when we assess your application we may want to discuss this in detail or include or exclude some items.

We can pay for the following revenue costs:

- salaries of project workers, including any extra costs such as pensions and National Insurance for the project
- salaries of management staff who only supervise project staff, including any extra costs such as pensions and National Insurance for the project
- recruitment of staff who will work on the project
- expenses of project staff and volunteers, including travel, accommodation, phone bills and stationery
- rent, heating, lighting, maintenance and insurance for office space and buildings only used for this project
- training of staff and volunteers working on the project
- monitoring and evaluation of the project
- marketing and publicity for the project
- professional and legal fees associated with revenue expenditure on the project.

But we won't pay for:

- costs you have to pay for before we gave you a grant
- any costs which someone else is paying for, whether in cash or in kind
- items that only benefit an individual and are not needed to deliver the project outcomes
- travel outside the UK
- funds to build up a reserve or surplus, whether distributable or not
- loan repayments
- contributions to general appeals.

We will pay for the following capital costs:

- building and engineering works (new build, extension, refurbishment, modernisation or conversion) required for the delivery of the project
- plant and equipment necessary for running the project
- purchase of land, buildings, equipment or fixtures and fittings that are linked to the land or building
- transport that is necessary for delivering the project
- professional and legal fees associated with capital spending on the project, such as supplying legal documents. Make sure you include these in your budget.

But we won't pay for:

- costs you have to pay for before we give you a grant
- any costs which someone else is paying for, whether in cash or in kind
- routine repairs and maintenance to buildings
- general improvements to public areas unless they are essential to the project
- personal equipment not essential to running the project
- maintenance equipment, fixed or loose equipment or office equipment which is not essential to the project
- the purchase of a leasehold that has less than five years to go.

If you are applying for capital funding, make sure that you read the 'Land and Building Application Guidance Notes' on our website.

Overheads

By overheads we mean the costs of employees, volunteers, equipment, space and services that partly support the project you want us to fund, but also support your other work.

We may make a contribution towards your overheads. Work out how much support the project you want us to fund needs from the people, equipment and spaces that make up your overheads. There is guidance on our website to help you: 'Applying for your project overheads: Guidance for Big Lottery Fund Applicants'.

We will pay for these overheads:

- salaries of staff, including managers working on the project but not exclusively
- salaries of human resources, finance, IT and other staff supporting the project (for example, running payroll and servicing computers used by the project)
- salaries of senior management overseeing the project
- meetings of the trustees or management committee
- audit and other legal fees associated with running your organisation
- rent, heating, lighting, maintenance and insurance for the office space your project requires or shares with other projects
- rent, heating, lighting, maintenance and insurance for office space used by staff who run your project

- professional fees associated with strategic planning
- fundraising for the organisation
- training staff
- networking and attendance at conferences or partnership work that benefits the project you want us to fund.

But we won't pay for:

- costs you have to pay for before we give you a grant
- any costs which someone else is paying for, whether in cash or in kind.

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The application process

There are two stages in the application process.

1. An outline proposal

- ▶ This is a short form where you tell us about the need for your project, what difference it will make and how much funding you need.
- ▶ We will review your proposal within 20 working days and either invite you to submit a full application or explain why we're not inviting you to submit a full application.
- ▶ The outline proposal stage means we are able to assess your project idea before you spend the time and expense of working up a more detailed application.

2. A full application

- ▶ If you are asking for more than an average of £40,000 for each full year or your project involves land and buildings, you will need to fill in a form telling us how you will manage your project and more information about what you told us in your outline proposal. We will assess your application and give you a decision within 17 weeks.
- ▶ If you are asking for an average of £40,000 for each full year or less, you will need to fill in a shorter form telling us how you will manage your project. We will assess your application and give you a decision within nine weeks.

If you have any queries about whether or not your project is suitable for this programme or how to fill in the forms, email us at general.enquiries@biglotteryfund.org.uk or call 0845 4 10 20 30.

Make your big idea a reality

You have an idea for a project that will meet the aim of Reaching Communities.



Send us your outline proposal and any other information we ask for.



We will tell you within 20 working days if your project is one that our committee might consider funding. If so, we will send you an application form.



Send us your application form and supporting information within four months.



We will assess your project and let you know our decision, usually within 9 weeks if you are asking us for up to £40,000 funding for each year and within 17 weeks if you are asking us for more.



If you are awarded a grant, you must accept your grant contract within four weeks, and start your project within six months.



What we will do



What you must do

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Outline proposal - tell us about your idea

The outline proposal is your chance to tell us about your project idea. We ask you for enough information so we can give you a quick decision on whether you can make a full application for a grant. You will need to tell us:

- why your project is needed and how you know it is needed
- who will benefit from your project
- how the people who will benefit are involved in your project
- the difference your project will make (project outcomes)
- what your project will do (project activities)
- how much funding you want, for how long and what you will spend the money on.

When we receive your outline proposal we will check that you have sent us everything we have asked for and send you an acknowledgement. If you have not sent us everything, we will write to you and ask you to send us any missing information within 10 working days. If you do not meet this deadline we will not assess your outline proposal.

How we assess your outline proposal

First, we check that your organisation, project and costs are eligible and, if so, we assess:

- how well you have shown us why your project is needed

- how well your project addresses the need you have identified
- your project outcomes are SMART (specific, measurable, achievable, realistic and time-based)
- how well your project will help deliver both your project outcomes and our programme outcomes
- how well your activities will lead to your project outcomes
- how the people benefitting from your project have been involved in developing the idea and how they will be involved in delivering your project
- how much funding we have spent in your local authority area under this programme and if we have already funded similar projects. Please see the Reaching Communities page of our website (www.biglotteryfund.org.uk) for further information about this.

Within 20 days of receiving your complete outline proposal we will either:

- invite you to submit a full application
- tell you why we are not inviting you to submit a full application and give you feedback about your project.

If you decide to send in another outline proposal for the same project, we will only consider it if you show us that you have changed your proposal in line with our feedback.

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Full application

If you are successful at the outline proposal stage, we will send you a full application form to fill in and give you up to four months to send it back to us. When we send you the form we will tell you what you need to do next.

There are two routes for full applications:

1. If you are asking for an average of £40,000 or less for each full year, we will let you know whether or not we want to fund your project within 9 weeks from when we receive your completed full application.
2. If you are asking for more than an average of £40,000 for each full year or your project involves land and buildings, we recognise that your project is likely to be more complicated and, therefore, we will ask you for more information. We will let you know whether or not we want to fund your project within 17 weeks from when we receive your completed full application.

There may be some projects that fall below the average £40,000 in each full year but are unusually complex. In such cases we will ask you to complete the application process for the larger, more complicated projects.

What we will ask you

All applicants will be asked for information about:

- how you will make sure that your project is well managed
- how you will make sure that the people or organisations that you are targeting have access to your project and can use the facilities and services provided
- your project outcomes (to make sure they are all SMART)
- the key milestones that will show the difference your project is making as it progresses
- the costs of your project, how much money you want from us, what it will be spent on and who will pay for any costs that you are not asking us to fund
- if any staff will be employed to work on your project, their role and salary
- if any volunteers will work on your project and what contribution they will make.

If you are asking for an average of £40,000 or less for each full year we will ask you for:

- any changes to the information you gave us in your outline proposal
- more information about the people who will benefit from your project.

If you are asking for more than an average of £40,000 for each full year or your project involves land and buildings we will ask you for:

- more information about the need for your project and how you have identified that need
- how your project fits in with other local, regional or national activity, plans, policies or strategies
- more information about how your project will meet the need that you have identified
- more information about the people who will benefit from your project
- more information about how the people who will benefit from your project will be involved in running and evaluating your project
- if your project involves land and buildings, you will need to complete a capital checklist.

How we assess your full application

When we receive your full application we will check that you have sent us everything we asked for and send you an acknowledgement. If you have not sent us everything, we will write to you and ask you to supply any missing information within 10 working days. If you do not meet this deadline we will not assess your full application.

We will check that your organisation, project and costs still meet the programme requirements if they have

changed from the outline proposal. If they do not we may reject your application.

As long as your application is still eligible for funding, we may contact you to discuss your application.

We will assess your application against two criteria:

1. The proposed project outcomes meet an identified need and help to achieve the programme outcomes.

You will need to show:

- there is a need for the project and this has been clearly identified
 - the intended project outcomes will best address the need of the target beneficiaries
 - the intended need or needs are relevant to the programme aims and the intended project outcomes will help achieve the Reaching Communities programme outcomes.
2. The organisation can manage the project well and achieve the proposed project outcomes.

You will need to show:

- the project is likely to achieve the proposed outcomes
- the project will be well-managed.

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The full application in detail

This part describes important information on the full application stage that you will want to know before you send us your outline proposal

Significant changes from outline proposal to full application

When we assess your application we will compare your application form to your outline proposal to see if there have been any significant changes. If there have been any then we may reject your application.

Significant changes include:

- changes to the type and number of people you will be working with
- the need for your project
- the area your project will work in
- your proposed outcomes, and
- a change (increase or decrease) in the total project cost of 25 per cent or more.

Project planning

Before you fill in the application form, you will need to have planned your project in more detail and created your own project plan. We must be sure that your organisation can make your project happen.

Management and staffing

We expect you to have adequate structures in place to manage the project. The structure will depend on the type of organisation you are, but it could be a management committee, a sub group, a project board or the management team of a department.

If you are not a statutory body, your organisation must have a management committee with at least three members, one of whom must be aged over 18.

Lasting impact

You will need to consider how your project will continue to benefit people after our funding comes to an end.

Equalities

We will ask you how your project shows your commitment to equality and meets our equality principles which you can find out about by reading 'Equality Matters', available on our website.

Relationship to government funded activity

Our funding supports activity over and above that funded by central and local government.

Costing your project

In the outline proposal form, we ask you for an overall budget for each year of your project. In the application form you must provide a more detailed project budget showing what the grant will pay for. You need to be able to justify the amount of funding you have asked for. If you would like the grant to fund salaries, it must be clear how you worked out the level of salaries. You should include any extra costs incurred such as Employer National Insurance and pension contributions. For information on Employer National Insurance Contributions please refer to HM Revenue and Customs website www.hmrc.org.uk

For help in completing your budget and in working out your overheads please refer to 'Applying for your project overheads: Guidance for Big Lottery Fund Applicants'. There is also information and a calculator on our website which may help you further.

It is important that you have procedures in place for handling and managing your project budget. This includes a proper bookkeeping system, regular financial checks and properly prepared accounts. We would expect you to comply with the Statement of Recommended Practice (SORP) 2005. For further information on SORP refer to the Charity Commission website at www.charity-commission.gov.uk

Land and building projects

If you are applying for a grant for a project that involves land or buildings, you will need to read our 'Land and Building Application Guidance Notes', which explain the extra information you must provide with your application. This can be found on the Reaching Communities page of our website at www.biglotteryfund.org.uk or from our Big Advice Line.

Value Added Tax (VAT)

We need to know that you have considered your VAT position for the project. When calculating the total cost of your project you should take into account any potential non-recoverable VAT costs that may arise.

If you are registered for VAT, you can apply to us for the cost of non-recoverable VAT only. Organisations not

registered for VAT should include VAT costs in their budget. We will consider any application for non-recoverable VAT costs and include the agreed amount in the grant, where appropriate.

If you later find that the costs of your project increase because you have made an error about whether you can recover VAT, we will not increase our grant to cover this.

If we agree to fund the cost of VAT, which you then recover, you will be liable to repay all or some of it to us, based on the following principles.

- ▶ If we have funded all of the recoverable VAT for your project, you must refund all of the VAT you recover to us.
- ▶ If we have funded a proportion of the recoverable VAT for your project, you must refund the same proportion of the VAT recovered.

We cannot provide VAT advice so we recommend you contact your local HM Revenue and Customs office or a VAT expert to find out how much VAT you can recover on the cost of your project.

Policies and procedures

It is important that you have appropriate policies and procedures to manage the project and that you explain how you will apply these to the project. These may include policies such as: equal opportunities, health and safety and procedures that will allow you to manage your finances, staff and any aspects of your project work.

If you are applying for a project to work with children, young people, or vulnerable adults, we will need to be sure that they will be safe. You must have acceptable protection policies and procedures for children, young people, and vulnerable adults. We may ask to look at these at any time.

The NSPCC has produced a step-by-step guide for organisations to safeguard children called 'Firstcheck'. You can find out more about this on their website at www.nspcc.org.uk/inform/trainingandconsultancy/training/trainingpacks/firstcheck_asp_ifega23726.html or buy a copy by calling 020 7825 7422. We suggest you read this advice to help you develop child protection policies and procedures. There are more sources of help available on our website.

Independent referee

If you are a voluntary or community organisation we may ask for details of an independent referee who knows your organisation and its work well. If we need an independent referee, we will tell you about our requirements when we contact you.

Your organisation's bank or building society account

All organisations that receive a grant from us must have a UK based bank or building society account in the name of the organisation as shown on their governing document.

Cheque, internet and other withdrawals must be signed or authorised by at least two people who are not related to each other and/or do not live at the same address.

Internet or telephone-only bank account users should be able to set up multi users to authorise account transactions. If your internet or telephone-only bank cannot meet this key requirement you must provide evidence that they have effective account management controls that match this requirement. The Charity Commission website (www.charity-commission.gov.uk/) provides useful guidance on 'Internal financial controls' for charities, which you may find useful.

If you are a non-statutory organisation with a turnover of less than £10 million, you must send us three consecutively numbered pages of an original bank or building society statement with your application. Your full account details (name, account number, sort code etc.) must be shown. The statement(s) must be original; if you send a copy, it must be approved by the bank or building society (with a stamp and signature) as a 'certified true copy of the original'. The statement(s) must cover a period in the last three months. We will return the documents to you. This requirement applies to all types of accounts, such as internet only and telephone only.

If you are a non-statutory organisation with a turnover of more than £10 million

you will need to submit your banker's reference with this application.

If you are a former (or current) grant holder intending to use the same bank account you will need to provide the Unique Reference Number of the grant. If we last saw your bank statements more than 24 months ago, you will need to send us bank statements or a banker's reference as outlined above.

If we award you a grant and your organisation is not a registered charity or a statutory organisation, you will need to set up a separate and designated bank or building society account for the sole purpose of receiving and administering Big Lottery Fund grants.

The separate and designated account must bear the legal name of your organisation and state BIG in brackets, for example 'The Blue Team (BIG)'.

Current or recent grant holders can use the same BIG designated and separate bank account for this application.

Annual accounts

If we send you a full application form we may ask to see your accounts or financial records.

Statutory bodies

If you are a statutory body, you do not need to send us your accounts at this stage, however we may ask to see your financial records when we assess the project.

Non-statutory bodies

If you are not a statutory body, you must be able to provide a copy of your most recent approved accounts. You will need to send us these with your application form. Your application is not complete without this information.

The accounts you send us should not be more than 12 months old. However, we realise that this can be difficult if your organisation's financial year-end coincides with the period in which you are sending us your application. If this is the case, send us your previous accounts and a copy of your most recent management accounts.

New organisations (or those with no turnover)

If you are a new organisation, you must send us signed and dated estimates of your income and spending for the first year of the grant. This should include all of the work you plan to do in this period not just the project you are asking us to fund.

Schools

We do not require schools to send us their accounts but if you are an organisation such as a parent-teacher association that is working in partnership with a school to get Lottery money, you must send us a copy of your most recent accounts.

If you need help with preparing your accounts, please contact your local Council for Voluntary Service (CVS) or go to www.nacvs.org.uk/cvsdir

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If you are awarded a grant

If we award you a grant, you will have to start the project within six months of sending us your signed contract.

You will also have to accept our terms and conditions which can be found in this application pack.

You will need to give us information at various points in the project so that we can see that our money is being spent properly and that you are achieving your outcomes. We also encourage you to monitor your project for your own purposes. This will help you see whether your project is working well, and make changes that will improve your services and give better value for money.

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Examples of project outcomes

Below we have given you some examples of project outcomes to help you understand what we are looking for when we ask about project outcomes on the outline proposal and full application forms. Our guide 'Explaining the Difference', available on our website, has more information on outcomes, including how to write them and how to collect information so that you can show that you have achieved them.

Example one – Community Integration

This project will tackle the isolation faced by older people from ethnic minority communities whose first language is not English. It focuses on a socially and economically deprived area with a large number of older ethnic minority residents.

The project aims to integrate the beneficiaries into the community and to help them live full, active and happy lives while maintaining their independence.

Project outcomes:

- ▶ 100 isolated people report an improvement to their community relationships by the end of the project.
- ▶ 50 isolated people report an improvement to their well-being by the end of the project.
- ▶ 10 volunteers gain improved experience of employment by the end of the project.

Example two – Community Grow

This project will allow older people and those with serious heart conditions and long-term illness to grow vegetables and make artworks in a community garden. The project aims to increase physical activity, develop confidence and self-esteem and reduce isolation in a safe place for vulnerable, isolated people. The project combines a range of creative activities including art, gardening, healthy eating and exercise.

Project outcomes:

- ▶ 150 members of the community have access to a sustainable environmental facility, leading to improved enjoyment of the local community by the end of the first year.
- ▶ 30 older people are participating in regular physical activities to improve their physical health and reduce social isolation by the end of the second year.
- ▶ 50 older people are growing their own vegetables, leading to improved health by the end of the second year.
- ▶ 50 older people have an increased awareness of healthy eating by the end of the project.

Example three – Homeless Support Network

This project will provide a healthy living centre that gives treatment to 1,200 homeless people. The centre will offer medical advice, specialist care and basic services such as showers, laundry, food and clothing.

Project outcomes:

- ▶ 800 homeless people report an improvement to their health and physical well-being by the end of the third year.
- ▶ 1,000 homeless people are involved in social activities at the centre leading to reduced isolation by the end of the fourth year.
- ▶ 1,000 homeless people have a better understanding of healthy lifestyles by the end of the fourth year.
- ▶ 100 homeless people with mental health concerns are provided with immediate specialist support, leading to improved mental well-being by the end of the fourth year.

Advice and support

You may have questions about how to apply or plan your project. There are many sources of advice and help.

Call or email our Big Advice Line using the contact details below with any questions you have.

Phone: 0845 4 10 20 30

Email: enquiries@biglotteryfund.org.uk

Textphone: 0845 602 1659 for those with hearing impairments.

Useful contact details

We work with a range of organisations that may be able to help you with your application, such as Councils for Voluntary Service (sometimes known as a community action or voluntary action organisations), Rural Community Councils and local authorities.

Listed below are some organisations and websites that you might find helpful.

NACVS (National Association of Councils for Voluntary Service)

You can use this website to find your local Council for Voluntary Services

www.nacvs.org.uk/cvsdir

ACRE (Action with Communities in Rural England)

This website contains a list of Rural Community Councils

www.acre.org.uk

Direct Gov website

This has contact details for your Local Authority. They may have a Lottery Officer or funding team that can help you

www.direct.gov.uk